

GeoComm recommendations are provided in a summarized list as either short-term or long-term achievable goals. It is often helpful to categorize recommendations and goals which can be accomplished in the short-term and to separate those which will require more time and effort. In many cases, long-term recommendations, by their nature, can only be accomplished following a short-term goal, or which are planned to follow, after the short-term goals are accomplished. For example, many of the recommendations will flow from the completion of a strategic planning process and the development of a strategic plan. Once the strategic plan establishes the roadmap for the state, other short-term or long-term recommendations can be addressed. GeoComm believes that focusing on the near term recommendations and realizing some early achievements, a record of success and accomplishment for the state can be built and a clear path, established by the strategic planning effort, can be demonstrated. Such an effort will, in and of itself, be strategic and systematic.

The longer term recommendations require more study or discussion among the stakeholders and interested parties and will generally not be achievable in the short-term. The long-term recommendations also require the completion of the strategic plan. It is the strategic plan that will drive how the longer term recommendations can be accomplished.

## Short-Term Recommendations

### Section 2: Governance Recommendations

- 2.1: GeoComm recommends the State of Iowa develop a comprehensive and collaborative statewide 9-1-1 strategic plan. (page 2-3)
- 2.2: GeoComm recommends the State of Iowa enhance the involvement, authority, and function of E9-1-1 Communications Council. (page 2-5)
- 2.5: GeoComm recommends that the state E9-1-1 Program Office and the E9-1-1 Communications Council seek the State Attorney General's Opinion on statute language related to requirements for maintaining an E9-1-1 Service Plan. (page 2-10)

### Section 3: Funding Recommendations

- 3.2: GeoComm recommends that the state equalize the 9-1-1 surcharge fees for any device that can access the 9-1-1 system and provide a means for audit and accountability. (page 3-4)
- 3.3: GeoComm recommends that the state E9-1-1 Program Office propose a change to the Iowa 9-1-1 statute to remove the required reimbursement (cost recovery) to wireless service providers. (page 3-5)



**Section 4: Network Recommendations**

4.2: GeoComm recommends the state provide incentives for rapid migration to Next Generation 9-1-1 services for its citizens. (page 4-4)

**Section 5: PSAP Operations Recommendations**

5.1: GeoComm recommends the E9-1-1 Communications Council create a standardized process to collect workload data for all PSAPs. (page 5-2) *Short-term if considering consolidation, otherwise long-term.*

5.2: GeoComm recommends that PSAPs use an industry standard process to manage current and future staffing levels. (page 5-3)

5.3: GeoComm recommends that the state required telecommunicator training curriculum be reviewed to ensure it meets industry minimum training standards. (page 5-4)

5.6: GeoComm recommends that local agencies look for synergy with their PSAP neighbors where operationally and financially feasible. (page 5-7)

**Section 6: Technology Recommendations**

6.1: GeoComm recommends that all public safety agencies in Iowa continue the necessary measures to ensure compliance with FCC narrowbanding requirement by January 1, 2013. (page 6-2)

6.2: GeoComm recommends that the state ensure that the current VHF conventional analog interoperability frequencies are available to all first responders, and are usable for direct communications to and from all PSAPs. (page 6-3)

6.3: GeoComm recommends that the state adopt P25 as a required state standard. (page 6-4)

6.5: GeoComm recommends that all public safety agencies populate and maintain the CASM tool. (page 6-7)

**Section 7: Interoperability Recommendations**

7.1: GeoComm recommends that each regional interoperability committee in the State of Iowa aggressively complete multi-agency planning to include development of standard operating procedures for large-scale response. (page 7-5)

7.2: GeoComm recommends the ISICSB and the regional committees work to complete and distribute a statewide interoperability plan working agreement. (page 7-6)

7.3: GeoComm recommends developing operational protocols that allow standardized interoperability channels on all bands to be utilized for specific traffic on a regular basis. (page 7-7)

7.6: GeoComm recommends that regular training specifically directed toward interoperability and remote technologies be developed for public safety responders and PSAP personnel. (page 7-9)

7.7: GeoComm recommends that the State of Iowa develop requirements for and conduct emergency communications exercises (including drills, table-top, seminars, and full-scale exercises) on a regular basis. (page 7-10)



## Section 8: GIS Recommendations

8.1: GeoComm recommends the state develop and sponsor a workshop series to bring together and educate GIS and public safety personnel. (page 8-2)

## Section 9: Legislation Recommendations

9.1: GeoComm recommends that the State of Iowa statute be amended to establish requirements for the E9-1-1 Communications Council to conduct a statewide 9-1-1 strategic planning process (Governance Recommendation 2.1). (page 9-3)

9.2: GeoComm recommends that the state 9-1-1 statute be amended to clarify the E9-1-1 Communications Council roles and responsibilities and to assign the Council the authority to carry out the statewide 9-1-1 strategic plan. (page 9-3)

9.3: GeoComm recommends that the proposed statute language not enacted in the previous legislative session be re-proposed in order to align the statute with Next Generation 9-1-1 implementation requirements. (page 9-4)

9.5: GeoComm recommends that once the State Attorney General's opinion on requirements for maintaining an E9-1-1 Service Plan is received, that those requirements, be clarified as necessary in statute or administrative rules. (page 9-6) *Short-term, once determined then long-term*

9.6: GeoComm recommends that if the recommendation to eliminate carrier reimbursement is accepted (Funding Recommendation 3.3) is accepted, that those funds be directed for support of strategic planning, revitalization of the grant program to provide incentives for migration to Next Generation 9-1-1 service and for funding the enhanced activities of the E9-1-1 Communications Council especially that of establishing and maintaining 9-1-1 standards. (page 9-6)

9.7: GeoComm recommends that the State of Iowa modify the wireless surcharge rate to be competitively neutral with the majority of wireline surcharge rates in the state (Funding Recommendation 3.2) and that further evaluation of equalizing wireline surcharge rates among all communities in Iowa be conducted as part of the strategic planning process. If these recommendations are accepted, legislative changes will be required. (page 9-7)



## Long-Term Recommendations

### Section 2: Governance Recommendations

2.3: GeoComm recommends the State of Iowa establish standards for the efficient and effective delivery of 9-1-1 services. (page 2-7)

2.4: GeoComm recommends the State of Iowa implement 9-1-1 call data collection systems for comprehensive system management and planning. (page 2-9)

2.6: GeoComm recommends that the state E9-1-1 Program Office and the E9-1-1 Communications Council develop a public information campaign to inform the citizens of Iowa of the strategic planning process and the need for migration to Next Generation 9-1-1 services. (page 2-11)

### Section 3: Funding Recommendations

3.1: GeoComm recommends that the state identify the actual costs for operating the 9-1-1 call delivery and emergency dispatch operations across the State of Iowa by amending the annual budget format to require total system costs, including personnel and training. (page 3-3)

3.4: GeoComm recommends that the state continue the 25 percent wireless distribution to the PSAPs until a statewide strategic planning process is complete. (page 3-7)

### Section 4: Network Recommendations

4.1: GeoComm recommends the State of Iowa rapidly advance migration to Next Generation 9-1-1 Services through aggressive implementation. (page 4-3)

4.3: GeoComm recommends the state develop and adopt more robust and contemporary network standards. (page 4-5)

### Section 5: PSAP Operations Recommendations

5.4: GeoComm recommends each PSAP ensure appropriate minimum staffing levels. (page 5-5)

5.5: GeoComm recommends that PSAPs combine all emergency and non-emergency telephone lines into one console for ease of call processing and efficiency. (page 5-6)

### Section 6: Technology Recommendations

6.4: GeoComm recommends the ISICS Board pursue funds and establish statewide development of available public safety spectrum. (page 6-5)

6.6: GeoComm recommends that plans be developed and programs implemented that provide remote dispatch services at the same location as remote 9-1-1 services for each PSAP. (page 6-8)



**Section 7: Interoperability Recommendations**

7.4: GeoComm recommends coordinated regional and statewide training be offered and exercises conducted on a regular basis. (page 7-8)

7.5: GeoComm recommends that adequate VHF and 800 MHz common channels be allocated to handle wide area emergencies on a statewide basis. (page 7-9)

**Section 8: GIS Recommendations**

8.2: GeoComm recommends the State of Iowa determine the accuracy of existing local GIS data and confirm areas where data may not exist. (page 8-3)

8.3: GeoComm recommends development of a statewide GIS data model that includes the Next Generation database standards. (page 8-4)

**Section 9: Legislation Recommendations**

9.4: GeoComm recommends that if the State of Iowa establishes standards for the efficient and effective delivery of 9-1-1 services, those standards should be codified in statute. (page 9-5)

9.5: GeoComm recommends that the state E9-1-1 Program Office and the E9-1-1 Communication Council seek the State Attorney General's opinion on statute language related to requirements for maintaining an E9-1-1 Service Plan and that those requirements, once determined, be clarified as necessary in statute. (page 9-6)

